Getting Started

Modem Blaster V.90 External

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CAUTION: Always disconnect modem board (the one with the telephone plug/jack) from telephone system when installing or when covers are removed from the host product.

This card is intended to be installed in a CSA/UL certified equipment in the field by the user in manufacturer-defined operator access area. Check the equipment operating/installation instructions and/or equipment manufacturer to verify/confirm if your equipment is suitable for user-installed application cards.

ATTENTION: Toujours débrancher la ligne téléphonique de la carte modem (munie d'une prise ou d'une fiche) avant de procéder à l'installation dans l'appareil ou lorsque le couvercle de celui-ci est retiré.

Ce carte est destiné à être installé par l'utilisateur, sur place et à l'intérieur de la zone définie par le fabricant, dans un appareil certifié CSA/UL. Consulter le mode d'emploi ou le fabricant de l'appareil pour vérifier ou confirmer si l'utilisateur peut y installer lui-même des cartes périphériques.

Regulatory Information

The following sections contain regulatory notices for the USA and Canada.

Notice for the USA

FCC Part 15: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:

- ❑ Reorient or relocate the receiving antenna.
- ❑ Increase the distance between the equipment and receiver.
- ❑ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ❑ Consult the dealer or an experienced radio/TV technician.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

Modifications

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device..

Notice for Canada

This apparatus complies with the Class "B" limits for radio interference as specified in the Canadian Department of Communications Radio Interference Regulations.

Cet appareil est conforme aux normes de CLASSE "B" d'interference radio tel que spe'cifie' par le Ministère Canadien des Communications dans les règlements d'interfe'rence radio.

FCC Registration Information for Users

This product is compliant and registered with the CFR47-Part 68 of the Federal Communications Commission (FCC). The FCC requires us to provide you with the following information:

- ❑ Connection to the nationwide telephone network should be made by using standard modular telephone jacks, type RJ11.
- ❑ This equipment may not be used with Party Line Service or with Coin Telephone Lines.
- ❑ You should provide the FCC registration number and Ringer Equivalent Number (REN) of this product to your telephone company. The REN is useful to determine the number of devices you may connect to your telephone line and still have all of these ring when your telephone number is called.
- ❑ If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will have an opportunity to correct the problem, and you will be informed of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your product. If such changes are planned, you will be notified in advance.
- ❑ If it is determined that the equipment still fails to operate properly, the FCC requires that the unit be disconnected from the telephone line until the problem has been corrected. Repair to this equipment can only be made by the manufacturer, its authorized agents, or others who are authorized by the FCC.

Fax Branding

In order to program fax branding information into your fax machine, you should:

1. Refer to the instructions in the User Reference Manual for your communications software.
2. Set up the identification information in your communications software.

Industry Canada Notice

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain protective, operational, and safety requirements of telecommunications network. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

For their own protection, users should ensure that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Notice

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the Load Numbers of all devices does not exceed 100.

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L'Étiquette du Ministère des Industries du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur. Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations. Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement. Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalizations d'eau métalliques, s'il y en a, sont raccordé ensemble. Cette précaution est particulièrement importante dans les régions rurales.

AVERTISSEMENT: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

Avis

L'indice de charge (IC) assigné à chaque dispositif terminal indique, pour éviter toute surcharge, le pourcentage de la charge totale qui peut être raccordê à un circuit têlêphonique bouclê utilisê par ce dispositif. La terminaison du circuit bouclé peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 100.

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Introduction

Welcome to the Modem Blaster! World. Your new modem allows you to fax documents, transfer data and access online information easily from your computer. Some of the features of your Modem Blaster are:

Plug and Play

This feature allows you to install the Modem Blaster easily, as the resources are assigned automatically by the Plug and Play configuration manager.

Send and Receive faxes

You can use your Modem Blaster to send and receive fax documents. It can also be configured to serve as a fax-on-demand system using the provided communication software.

Internet Access

Modem Blaster allows you to access computer bulletin boards and browse the internet at a speeds of up to 56 Kbps(max.).

Answering Machine

Using the provided communication software, your Modem Blaster can function as an answering machine with multiple mail boxes. Remote users can leave messages in your mail box, and you can play back these messages at any time. The Modem Blaster can even page you to notify you of new messages!

Caller ID

The modem displays phone numbers of the calling parties if your phone is Caller-ID enabled.

Video Conferencing

Your Modem Blaster comes complete with V.80 standard support for use with H.32x video conferencing systems.

Before You Begin

This section provides information you should know before using this manual.

- ❑ Recording Model and Serial Numbers
- ❑ Checking System Requirements
- ❑ Document Conventions

Recording Model and Serial Numbers

Your modem has a model number and a serial number. You can find them on the bottom of your Modem Blaster V.90 External hardware unit. After removing the modem from its packaging, note down its model and serial numbers for future reference.

Checking System Requirements

The following are the minimum system requirements:

- ❑ Available Serial Port
- ❑ 486DX or higher IBM compatible PC
- ❑ 20 MB of free hard disk space
- ❑ 8 MB or higher of system memory (16 MB recommended)
- ❑ Windows 95/98, Windows NT4.0, Windows 3.1x and DOS
- ❑ CD-ROM drive for modem and communication software installation

Some supplied software will only run in Windows 95/98/NT.

Modem Blaster must be connected to an analog telephone line, also called a POTS (Plain Old Telephone Service) line.

Document Conventions

This manual uses the following conventions to help you locate and identify the information that you need.

Table i: Document conventions

Text Element	Use
bold	Text that must be entered exactly as it appears.
italic	Title of a book or a placeholder. A placeholder represents information that you must provide.
UPPERCASE	Directory name, file name, or acronym.
< >	Symbols, letters, and key names on the keyboard.
	This notepad icon indicates information that is of particular importance and should be considered before continuing.
	This alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.
	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

1 Installing the Modem

Place the modem in front of you as you go through this chapter. This will help you identify the various components of your modem.

This chapter guides you through the process of setting up your modem. It is organized as follows:

- ❑ On Your Modem
- ❑ Setting up the Modem
- ❑ Connecting Telephone Line and Phone Set

On Your Modem

This section describes the jacks and connectors of the modem.

Telephone Line jack

The Telephone Line jack allows you to connect a telephone line for data and fascimile transmission.

Phone jack

The Phone jack allows you to connect a phone set to the modem.
This jack is only applicable to countries that follow the United States' standard such as Mexico and Canada.

Power jack

The Power jack allows you to connect an external power adapter to your modem.

RS232 Connector

The RS232 connector allows you to connect the modem to a computer serial port.

Setting up the Modem

1. Switch off your system and unplug the power cord from the wall outlet.
2. Connect the Power adapter and the RS232 cable to the modem as shown in Figure 1-1.

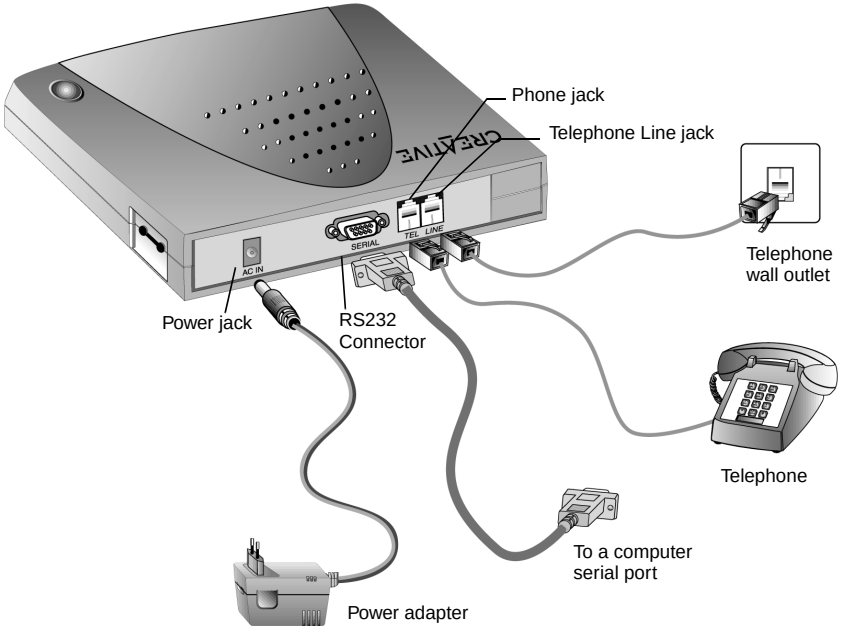

Figure 1-1: Setting up the Modem

3. Connect the Power adapter to a power outlet and the RS232 cable to the computer's serial port.
4. Switch on your modem.

Connecting Telephone Line and Phone Set

1. Locate the most convenient telephone wall outlet.
   If a phone is already connected to it, unplug the telephone cable from the wall outlet.
2. Connect the telephone cable from the phone set to the **Phone** jack of the modem, as shown in Figure 1-1.
3. Connect one end of the telephone cable to the wall outlet and the other end to the **Telephone Line** jack of the Modem Blaster, as shown in Figure 1-1.

About Your Telephone Line

To ensure that the modem functions properly, note that:

- ❑ Your modem may not be used on “party lines”, toll or coin-operated lines.
  Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
- ❑ This modem is intended for use on an analog telephone line, also known as a POTS (Plain Old Telephone Service) line. You cannot connect the modem directly to a digital telephone line, such as those commonly used in offices.
  If you want to connect to a digital line, you need an analog converter compatible with the telephone line you are using.
- ❑ Certain optional telephone features, such as the “message waiting” light or call waiting, are not compatible with this modem. We therefore advise you not to enable these features.
  In most areas, call waiting should be disabled on outgoing calls. If call waiting is enabled, you may experience problems when transfering data with your modem.

2

Installing Software

This chapter provides instructions to install the modem drivers in Windows 95/98, Windows NT 4.0 and Windows 3.1x. It also shows you how to test your installation and uninstall the modem.

This chapter is organized as follows:

- ❑ Installing Software in Windows 98
- ❑ Installing the Software in Windows 95
- ❑ Installing Software in Windows NT 4.0
- ❑ Installing Software in Windows 3.1x
- ❑ Testing the installation in Windows 95/98
- ❑ Uninstalling in Windows 95/98

Installing Software in Windows 98

1. Switch on your computer to allow the operating system to detect the modem.
2. When a dialog box similar to Figure 2-1 appears, insert the *Installation CD* into your CD-ROM drive and then click the **Next** button.

Add New Hardware Wizard
This wizard searches for new drivers for:
Creative Modem Blaster V.90 DE5625
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

Figure 2-1

3. When a dialog similar to Figure 2-2 appears, select the **Search for the best driver for your device (Recommended)** option and click the **Next** button.

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Figure 2-2

4. When a dialog box similar to Figure 2-3 appears, select **Specify a location**, click the **Browse** button, and browse to the **Drivers** directory in the *Installation CD*.
5. Click the **Next** button.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
D:\DRIVERS
Browse...
< Back
Next >
Cancel

Figure 2-3

6. When a dialog box similar to Figure 2-4 appears, click the **Next** button.

Add New Hardware Wizard
Windows driver file search for the device:
Creative Modem Blaster V.90 DE5625
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
D:\DRIVERS\DE5625.INF
< Back
Next >
Cancel

Figure 2-4

7. When a dialog box similar to Figure 2-5 appears, click the **Finish** button.

Add New Hardware Wizard
Creative Modem Blaster V.90 DE5625
Windows has finished installing the software that your new hardware device requires.
< Back
Finish
Cancel

Figure 2-5

8. When a dialog box similar to Figure 2-6 appears, click the **Next** button.

Add New Hardware Wizard
This wizard searches for new drivers for:
Wave Device for Voice Modem
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

Figure 2-6

9. When a dialog box similar to Figure 2-7 appears, select the **Search for the best driver for your device (Recommended)** option and click the **Next** button.

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Figure 2-7

10. When a dialog box similar to Figure 2-8 appears, select **Specify a location**, click the **Browse** button, and browse to the **Drivers** directory in the *Installation CD*.
11. Click the **Next** button.
12. Follow the instructions on the screen to complete the installation.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
D:\DRIVERS
Browse...
< Back
Next >
Cancel

Figure 2-8

Installing the Software in Windows 95

1. Switch on your computer to allow the operating system to detect the modem.
2. When a dialog box similar to Figure 2-9 appears, insert the *Installation CD* into your CD-ROM drive and click the **Next** button.

Update Device Driver Wizard
This wizard will complete the installation of:
Creative Modem Blaster V.90 DE5625
by searching your local drives, network, and Internet locations for the most current driver.
If you have a disk or CD-ROM that came with this device, insert it now.
It is recommended that you let Windows search for an updated driver. To do this, click Next to continue.
< Back
Next >
Cancel

Figure 2-9

3. When a dialog box similar to Figure 2-10 appears, click the **Other Locations** button, browse to the **Drivers** directory in the *Installation CD*, click the **OK** button, and then click the **Finish** button.

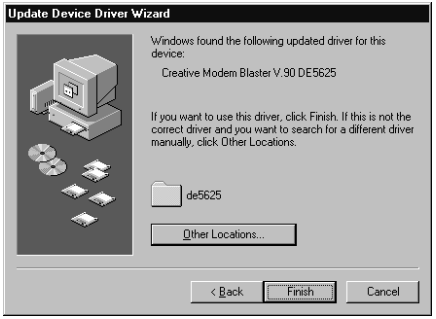
Update Device Driver Wizard
Windows found the following updated driver for this device:
Creative Modem Blaster V.90 DE5625
If you want to use this driver, click Finish. If this is not the correct driver and you want to search for a different driver manually, click Other Locations.
de5625
Other Locations...
< Back
Finish
Cancel

Figure 2-10

4. When a dialog box similar to Figure 2-11 appears, click the **Next** button.

Update Device Driver Wizard
This wizard will complete the installation of:
Wave Device for Voice Modem
by searching your local drives, network, and Internet locations for the most current driver.
If you have a disk or CD-ROM that came with this device, insert it now.
It is recommended that you let Windows search for an updated driver. To do this, click Next to continue.
< Back
Next >
Cancel

Figure 2-11

5. When a dialog box similar to Figure 2-12 appears, click the **Other Locations** button, browse to the **Drivers** directory in the *Installation CD*, click the **OK** button, and then click the **Finish** button.

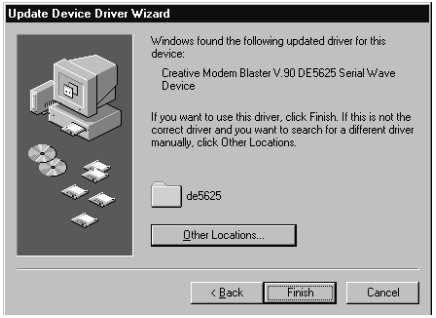
Update Device Driver Wizard
Windows found the following updated driver for this device:
Creative Modem Blaster V.90 DE5625 Serial Wave Device
If you want to use this driver, click Finish. If this is not the correct driver and you want to search for a different driver manually, click Other Locations.
de5625
Other Locations...
< Back
Finish
Cancel

Figure 2-12

Installing Software in Windows NT 4.0

1. Switch on your computer system and then insert the *Installation CD* into the CD-ROM drive.
2. Click **Start** -> **Settings** -> **Control Panel**.
3. In the **Control Panel** window, double-click the **Modems** icon.
4. When a dialog box similar to Figure 2-13 appears, select **Don't dectect my modem, I will select it from a list** and then click the **Next** button.

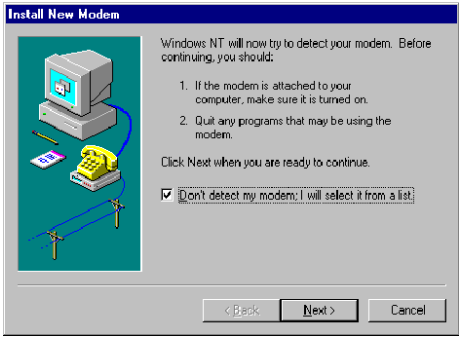
Install New Modem
Windows NT will now try to detect your modem. Before continuing, you should:
1. If the modem is attached to your computer, make sure it is turned on.
2. Quit any programs that may be using the modem.
Click Next when you are ready to continue.
Don't detect my modem; I will select it from a list.
< Back
Next >
Cancel

Figure 2-13

5. When a dialog box similar to Figure 2-14 appears, click the **Have Disk** button, browse to the **Drivers** directory of the Installation CD and then click the **OK** button.

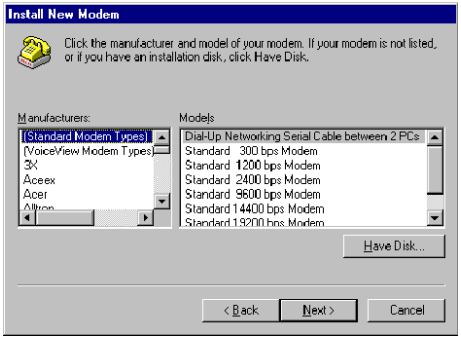
Install New Modem
Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Manufacturers:
(Standard Modem Types)
(VoiceView Modem Types)
3X
Aceex
Acer
Models
Dial-Up Networking Serial Cable between 2 PCs
Standard 300 bps Modem
Standard 1200 bps Modem
Standard 2400 bps Modem
Standard 9600 bps Modem
Standard 14400 bps Modem
Have Disk...
< Back
Next >
Cancel

Figure 2-14

6. When a dialog box similar to Figure 2-15 appears, click the **Next** button.

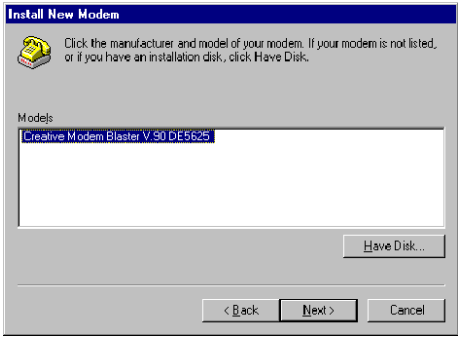
Install New Modem
Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Models
Creative Modem Blaster V.90 DE5625
Have Disk...
< Back
Next >
Cancel

Figure 2-15

7. When a dialog box similar to Figure 2-16 appears, select the COM port to which your modem is attached and then click the **Next** button.
8. Follow the remaining onscreen instructions to complete the installation of the modem.

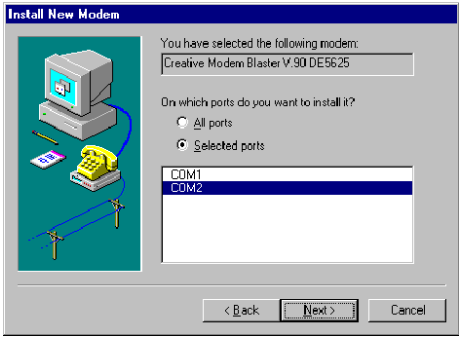

Figure 2-16

Installing Software in Windows 3.1x

1. Set up the modem as specified in Chapter 1, “Installing the Modem”.
2. Switch on your computer and run your communications software.
   In the communications software, select the COM port assigned to your modem.

Testing the installation in Windows 95/98

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **Modems** icon.
3. In the **Modem Properties** dialog box, click the **Diagnostics** tab.
4. On the **Diagnostics** tabbed page, select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings of your modem. See Appendix B, “Resolving Hardware Conflicts”.

Uninstalling in Windows 95/98

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **Modems** icon.
3. In the **Modem Properties** dialog box, select **Creative Modem Blaster V.90 DE5625** and then click the **Remove** button.
4. Click the **OK** button to close the dialog box.
5. Shut down your computer and then remove the modem.

A

General Specifications

General Features

- ❑ Auto Fallback
- ❑ AT Commands
- ❑ Caller ID
- ❑ Data/Fax/Voice
- ❑ V.80 for H.324
- ❑ Plug & Play
- ❑ High throughput Virtual UART, DTE rate up to 115,200 bps
- ❑ Signal Quality Monitoring and Auto Retrain

Data Features

- ❑ V.90 (ITU-T 56K communication standard)
- ❑ 56,000/54,667/53,333/52,000/50,667/49,333/48,000/46,667/45,333/44,000/42,667/41,333/40,000/38,667/37,333/36,000/ 34,667/33,333/32,000/30,667/29,333/28,000 bps data speeds in V.90 mode
- ❑ 33,600/31,200/28,800/26,400/24,000/21,600/19,200/16,800/ 14,400/ 12,000/9,600/7,200/4,800/2,400/1,200 bps data speeds
- ❑ Compatible with the following data modem standards:
  - V.34, V.32bis and V.22bis
  - V.42 LAPM error correction

Due to line conditions and FCC regulations, your data rate may be lower. Current FCC regulations limit download rate to maximum 53 Kbps.

- V.42bis data compression

❑ Compression, line control, and error control are implemented in hardware. Therefore, no special drivers or libraries are needed to take advantage of the higher transmisson speeds and data reliability.

❑ Automatic dial and answer capabilities

Fax Features

❑ Fax speeds of up to 14400 bps for send and receive

❑ Compatible with the following fax modem transmission standards:

- V.17
- V.21
- V.27ter
- V.29

Voice Features

❑ Able to record and play voice messages over the telephone line

❑ Communications software gives you multiple mail boxes

Video Conferencing Support

❑ Supports V.80 standard to allow high performance video conferencing over standard phone lines and the internet

❑ Video Conferencing standards: H.324 and H.323

Caller ID

❑ Displays phone number of calling party

B

Troubleshooting

This appendix provides some tips and strategies for resolving some of the problems you might encounter while installing or using your modem.

Problems Encountered

The modem fails to accept commands to dial or to answer a call.

Cause There may be an improper telephone line connection.

Solution Make sure the telephone cable is attached to the **Telephone Line** jack, and that the phone set is connected to the **Phone** jack on your modem.
Check that all devices are switched on.

The modem cannot connect to the Internet at 56,000 bps.

Cause This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data transmission rate.

Solution Try moving the telephone line away from any power source, monitor, printer, other computer cables and remove other telephone equipment from the line.

There is interference on the telephone line that is connected to the modem.

Cause It might be due to interference from a power source. monitor, printer, or other computer cables.

Solution Try moving the telephone line away from any power source, monitor, printer, and other computer cables.

The modem or communications software fails to detect that the remote user has hung up.

Cause The modem and communications software rely on the dial tone, busy tone, or a silence period to detect that a remote user has hung up. This detection may fail due to one of the following reasons:

- ❑ Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
- ❑ The period of silence the modem or communications software uses to detect that the remote user has hung up, is not long enough.
- ❑ The modem or communications software cannot detect an unusual dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

Solution You can prompt the user to respond.
This may however result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, try to modify the following settings:

- ❑ Voice message recording time
- ❑ The number of prompts
- ❑ The time to wait for a response after prompting

You experience poor sound quality when using communications software.

Cause The Unimodem V file required by some 32-bit sound and communications software may be missing. This file is normally installed by Win95

Solution Try to install the Unimodem V file as follows:

1. Go to the website **www.digicomsys.com** and then browse to the **Download Software Drivers** section.
2. Download the file UNIMODEM V and copy the file UNIMODV.EXE to the **Systems** folder in your **Windows** directory.
3. Run the file UNIMODV.EXE and then browse to the UNIMODV.EXE.INF file.
4. Right-click on this file and then select **Install** from the pop up menu.
5. Restart your computer to activate UNIMODEM V.

Problems Encountered in Windows NT4.0

Windows NT fails to detect a new modem in the computer.

Cause This may be due to incorrect IRQ settings.

Solution Select an available COM port and IRQ.

Refer to Appendix B, “Resolving Hardware Conflicts” for more details.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel. This section provides ways to resolve hardware conflicts

- ❑ In Windows 95/98
- ❑ In Windows 3.1x

In Windows 95/98

If you are unsure of the settings of any conflicting peripheral devices, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To resolve conflicts in Windows 95/98, change the resource settings of your modem or the conflicting peripheral device in your system using Device Manager.

To run Device Manager:

1. Right-click the **My Computer** icon on your Windows 95/98 desktop, and then select **Properties**.
2. In the **System Properties** dialog box, click the **Device Manager** tab.
   A list of system devices is displayed.
3. Double-click the **Modem** icon.
4. Select your modem, and then click the **Properties** button.
5. In the **Properties** dialog box, click the **Resources** tab.
6. Select the **Use Automatic Settings** check box.
   If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
7. Reboot your system to allow Windows 95/98 to reassign resources to your modem and/or the conflicting peripheral device.

In Windows 3.1x

1. Find a COM port and IRQ that are unused in your computer.
2. Adjust the jumper settings of the Modem Blaster to that of the unused COM port and IRQ.

General Q&A

Where can I locate the AT Command set for my Modem Blaster?

The AT Command set can be found on your *Software and Modem Installation CD* under the file name of ATCMD.TXT or ATCOMM.TXT.

What is "dual mode" and how does that affect my connection speed to the Internet?

"Dual mode" allows you to connect to a V.90 or K56flex capable Internet Service Provider (ISP) without having to change your modem settings or software. This is because the Modem Blaster automatically knows which 56K standard to use. For modems that support V.90 standard only, connecting to a V.90 capable ISP is necessary.

Which "off the shelf" communication software package can I use with the Modem Blaster?

Modem Blaster works well with many of the popular software titles on the shelves today including "Super Voice". Make sure that the communication software is compatible with the Conexant(formerly known as Rockwell) ACF chipset.

Where can I find the latest drivers for Modem Blaster?

All Modem Blaster drivers can be found on the **www.modemblaster.com** web site.

C

Service and Warranty Information

Our company is happy to assist and support our customers.
If you have trouble or questions relating to any purchased equipment, follow the steps below:

1. Duplicate the problem. Once a problem occurs, try to restart your hardware and software from the beginning and see if the problem happens. If a problem is intermittent, finding it may be difficult because there may be more than one cause and, consequently, more than one solution.
   We have answers to many commonly asked questions in Appendix B, “Troubleshooting”. Alternatively, you may visit the web site at www.creative-asia.com/support/ for more details.
2. Contact the dealer who sold you the equipment. Your dealer may be able to provide the assistance you need.
3. Call the Technical Support Department at (65) 895-4100 or
   send them a fax at (65) 569-6640.
   Our representatives will be glad to help you over the phone Monday through Friday from 9:00a.m. to 6:00p.m. (Singapore Time).
4. Be at your computer when you call Technical Support.
   Our technicians often need to ask you to perform certain functions while on the phone.
5. In the event you need to return a product, you will need to obtain a Return Materials Authorization (RMA) number. Equipment returned without a RMA number will not be accepted. Please contact our service centre at (65) 895-4160 regarding your RMA number. Please keep a record of your RMA number for future reference.

6. When returning equipment to us, please use the following procedures:
   - Ship the unit and package carefully in a strong corrugated cardboard box with plenty of packing material. Generally, we recommend United Parcel Service (UPS) or Federal Express, because each of those companies can easily track the shipment.
   - Include a note inside the package that has the RMA, along with your name and address. Also, write your RMA number on the shipping label and with your return address.
   - Please send the package postage paid. We will not accept packages sent COD.
   - Ship the well-packed equipment to:

     Attn: RMA# (your RMA number here)
     Creative Technology Ltd.
     31 International Business Park
     Creative Resource
     Singapore 609921

   - Your equipment will be returned to you via United Parcel Service (UPS) ground service. Depending on your location it could take two weeks to complete the return process.

Warranty Information

CREATIVE warrants that equipment furnished will be free from defects in material and workmanship for a period of three (3) years from the confirmed date of purchase of the product new from the retail location. Upon written notice of any such defect, manufacturer will, at its option, repair or replace the defective item under the terms of this warranty, subject to the provisions and specific exclusions listed herein.

This warranty shall not apply to equipment that has been previously repaired or altered outside our plant in any way. Nor will it apply if the equipment has been used in a manner exceeding its specifications or if the serial number has been removed.

We do not assume any liability for consequential damages as a result from our products use, and in any event our liability shall not exceed the original selling price of the equipment.

The equipment warranty of Creative Technology Ltd., shall constitute the sole and exclusive remedy of any buyer of the manufacturer's equipment and the sole and exclusive liability of the manufacturer, its successors or assigns, in connection with equipment purchase and in lieu of all other warranties expressed implied or statutory, including, but not limited to, any implied warranty of merchantability or fitness and all other obligations or liabilities of manufacturer its successors or assigns.

Modem Blaster Product Registration Card

Product: MODEM BLASTER V.90 EXTERNAL DE5625

Name: _____

Company: _____

Address: _____

City: _____

Phone: _____

Serial Number: _____ Date Purchased: _____

Please fill out this form, and send it back to Creative Technology Ltd.